



Dave Freudenthal
Governor

Kim Lee
Chairman

State of Wyoming

Public Safety Communications Commission

WyoLink Operations Work Group
Meeting of February 13, 2009
Emerson Building, Cheyenne
and Phone Conference Call

Chairman Jerry Kennedy called the meeting to order at 1:30 p.m.

Attendees –Jerry Kennedy, Dan Perko, Jim Archerd, Dave Johnson, Robert Wilson, Bill Morse
Marty McCoy, and Bob Symons Phone conference Call: Lauri Wempen and Bob Wyatt

The minutes of the July 18, 2008 were reviewed. Marty McCoy made a motion to accept the
July 18, 2008 minutes. Jim Archerd seconded the motion and the motion passed on a voice vote.

New Business

Training

1. Discussion on the WyoLink training that was provided to the WYDOT Master Trainers. Robert Wilson, Marty McCoy, Robert Wilson and Dave Talley – WYDOT Training have modified the power Point presentations. A Master Training program was presented to eight WYDOT Trainers. The Master Trainer class was two and half days in length. The training program included WyoLink usage, radio usage, interoperability, WYDOT specific radio policies, and Adult education. The power point presentations are able to be modified to meet the individual agency requirements. A course evaluation is being developed and will be sent to the attendees of the class.

Dave Johnson asked about the class materials and if they could be forwarded to the PSCC commissioners. Bob Symons will have the power point presentation to the PSCC Commissioners before the March PSCC meeting. WYDOT has requested POST certification for the WyoLink training and Bob Symons will be working with Bob Dean, Department of Health to acquire EMS certification for the class.

2. Discussion on the Public Safety Interoperable Communications (PSIC) grant training funds and Interoperable Emergency Communications Grant Program (IECGP) training grant. The Wyoming Office of Homeland Security is working with the Wyoming Fire Marshal's Office and the Wyoming Law Enforcement Academy for providing the end-user training throughout the state. Each agency is working on hiring master trainers. Wyoming will have approximately \$500,000 for the training program between the two grants. Upon the hiring of the master trainers, Bob Symons will provide the training classes for them and then the trainers will be ready to provide the end-user training.

WyoLink Support

Discussion on the Subscriber and System Support proposed revisions to the WyoLink manual. Marty McCoy and Bob Symons worked together to develop the proposed changes and used the experience of Colorado on their document development. The WyoLink Support Office now has a direct reporting number that is answered 24 hours per day/7 days per week. That number is 307-777-4885.

Colorado has recently adopted a policy similar to this proposed policy change. Bob Symons will develop a one or two page summary of the policy to help the subscriber agency determine the process for reporting problems and the corrective actions to be taken. A section of the proposed policy includes a section on maintenance history reporting so that trends may be identified and potential future problems can be identified and corrected before problems occur. This proposed policy is to help guide subscriber agencies and WyoLink support on how reported problems will be handled.

Robert Wilson and Marty McCoy have developed a matrix on the responsibilities for maintenance on the WyoLink system and subscriber equipment. Planning for agencies using WyoLink and development of talkgroups plans is important for reducing the number of changes that the WyoLink Support will have to make. On the matrix, a question was asked about sites not built by WyoLink. This is for those agencies that decide to improve coverage on their own and develop sites then have those sites connected to WyoLink. Those agencies will be responsible for the maintenance of that site and WyoLink will be responsible for the connection to WyoLink.

Bob Symons requested that the proposed policy be sent to the PSCC Commissioners for their review before the March PSCC Meeting. Chairman Kennedy asked Bob Symons to forward the proposed policy and matrix to the PSCC commissioners for their review. *Copy of proposed WyoLink Subscriber and System Support policy and Maintenance matrix are attached to the minutes for reference.*

Federal Frequency Use Certification

On February 5, 2009 the U.S. Department of Commerce, national Telecommunications and Information Administration issued a Certification of Spectrum Support. This allows WyoLink to use Federal spectrum on WyoLink sites and fill the gaps in the frequency plan. Marty McCoy and Bob Symons participated in a phone conference call with Motorola and Department of Homeland Security (DHS), Office of Emergency Communications (OEC) on the nominated frequency list prepared by OEC. Marty McCoy will be sending OEC copies of the current FCC licenses for WyoLink. Motorola is currently working on reviewing the nominated frequency list for determining which frequencies will be used on WyoLink. Upon the completion of the review of nominated frequencies, FCC licenses will need to be applied for, this should be just a formality, but is required. The hope is to have the requested frequencies and FCC license request completed within a few weeks. Once the frequencies are determined and FCC licenses applied for, combiners for the sites may be ordered. The combiners will take 6 weeks to be delivered.

Other

Marty McCoy provided an update on the current status of the Cheyenne Water Tank site. The antennas are installed on the tower and the building is set. Marty is working with Union Telephone to upgrade the electrical service. Upon the completion of the electrical service upgrade the radio and microwave equipment can be installed.

Marty McCoy provided an update on the testing for the Elk Mountain multipath problems. WyoLink and Motorola with the help of the Wyoming Office of Homeland Security will be setting up a test site at the Elk Mountain interchange and do some testing in the area to see if an additional site will help eliminate the multipath issues. Testing results should be available by the March PSCC meetings. Wyoming highway Patrol is currently using WyoLink in the Albany and Carbon County areas except for the Elk Mountain Area, which is still on conventional channels. This is causing some interoperability problems and Highway Patrol is working with WYDOT telecommunications and WyoLink to minimize the problems. The WyoLink Operations Work Group has the authorization to develop the proposed site using one of the sites not already allocated. This site will become the primary site for this area because of the bit error rate caused by the multipath issues and the subscriber radios will choose the site with the best radio signal.

The next meeting of the WyoLink Operations Work Group will be on March 9, 2009 in Torrington. Bob Symons will be sending out the meeting schedule the week of February 23rd.

Rob Wilson updated the work group on the coverage in Wind River Canyon. Larry Sheridan is still working on this problem and developing potential solutions. WyoLink will be verifying the coverage in Wind River Canyon upon all of the WyoLink Sites being activated. There is a potential radio site in Hot Springs County that may help provide coverage.

Bob Symons will be attending a radio test in Campbell County the week of February 16th and will be meeting with Platte County On February 26th about coverage testing. Results of the testing and the meeting will be provided to this committee at the March meeting.

Dave Johnson made a motion to adjourn, seconded by Lauri Wempen. The motion passed on a voice vote. The meeting adjourned at 2:15 pm.

Respectfully Submitted,

Robert Symons
PSCC Administrative Support



Dave Freudenthal
Governor

Kim Lee
Chairman

State of Wyoming

Public Safety Communications Commission

WyoLink Operations Work Group
Meeting of March 9, 2009
Goshen County Courthouse - Torrington
And Phone Conference Call

Chairman Jerry Kennedy called the meeting to order at 1:35 p.m.

Attendees –Jerry Kennedy, Dan Perko, Jim Archerd, Dave Johnson, John Hartwig, Marty McCoy, and Bob Symons Phone Conference Call: Lauri Wempen, Bob Wyatt, Col. Sam Powell, Mark Harshman and Dale Pawling. Guests in attendance – Robert Wilson – WYDOT, Phil Bond – Motorola, Dave Adsit – Gillette Police Dept, Margaret Spearman – Motorola, Wayne Peterson – Motorola, and Dan Williams – DHS/OEC.

The minutes of the February 13, 2009 were reviewed. Bob Wyatt made a motion to approve the February 13, 2009 minutes. Dave Johnson seconded the motion and the motion passed on a voice vote.

Old Business

Discussion on the proposed revision to the WyoLink Handbook pertaining to Section XI – subscriber and System Support. The WyoLink Operations Work Group had asked that the proposed manual revisions be sent to the PSCC Commissioners for comment prior to this meeting. No comments were received. *Copy of proposed WyoLink Handbook revision is attached to the minutes for reference.*

Bob Wyatt made a motion to approve the proposed WyoLink Handbook revisions pertaining to Subscriber and System Support and recommend the PSCC approve the WyoLink Handbook revision. The motion was seconded by Marty McCoy and the motion passed on a voice vote.

Bob Symons presented the two page WyoLink Subscriber and System Support Quick Reference. Discussion on the Quick Reference. Marty McCoy was asked if this document will work with WyoLink Support Office. Marty McCoy told the work group that this document would help provide guidance for the WyoLink Support Office and subscribers and this fits what is presently being done within the WyoLink Support Office.

Discussion on the Sites Not Built by WyoLink and the Equipment Maintenance. The original chart stated that responsibility lies with the agency that owns the equipment. Since WyoLink did not build the site and/or owns the equipment at the site, the responsibility of the maintenance would be the site owners. There was some comments made that past comments indicated that if a locality built a radio-site that was WyoLink capable and connected to WyoLink, then WyoLink would take over the maintenance of that site. These earlier comments were made during the

inception of the WyoLink project and this may be a change in philosophy. Discussion on how the maintenance on a site not built by WyoLink would fit within the severity levels and response required for initial mobilization.

During some of the early discussions any 800 MHz sites other than Casper and Cheyenne would be outside the scope of the WyoLink system. There will need to be further discussions with Casper and Cheyenne Fire on the maintenance of those sites after they have been upgraded to WyoLink sites, those agencies may or may not want WyoLink providing the maintenance.

The funding for maintenance on sites not built by WyoLink would have to be presented to the Wyoming Legislature. The Wyoming Legislature Joint Appropriations Committee, during a discussion with WYDOT, was told that there would be future requests for WyoLink maintenance. WyoLink is currently a General Fund project and those funds have been transferred to WYDOT for the WyoLink project. There is not a current standard budget item for WyoLink maintenance, but there are plans to bring this forward to the Wyoming Legislature.

Discussion on the State of Wyoming providing maintenance on equipment not owned by the State. A contract or agreement would have to be developed between the State of Wyoming and the Owning Agency setting the parameters of the maintenance and the legalities of such maintenance including indemnification. It was Gillette's assumption that if they went with 800 MHZ sites, they would be responsible for the costs of construction and future maintenance.

Discussion how to present this information to the PSCC. This discussion could be added to the PSCC agenda. A suggestion was made to negotiate the maintenance of sites not built by WyoLink with the agency that built the site. The negotiations for the maintenance of these sites would need to be completed early enough to include any possible budget adjustments into the State budget. **Dave Johnson made a motion to change the Sites Not Built by WyoLink and Equipment Maintenance from Owning Agency to Negotiated and recommend the chart to the PSCC. The motion was seconded by Bob Wyatt. Motion passed on a voice vote.** *A copy of the WyoLink Subscriber and Support Quick Reference is attached to the minutes for reference.*

Discussion on the portable radio testing in Gillette. Dave Adsit provided an overview of the testing in Gillette February 18, 19 and 20, 2009. Mr. Adsit appreciated the support of the Wyoming Office of Homeland Security on the use of the portable tower during the testing and thanked them for that support. WyoLink performed much better on the second day of testing but did not provide the coverage that was expected by Gillette. The current Gillette radio system was tested against the 800 MHz and the 800 MHz performed better than the conventional system. Three locations were tested using the portable tower, two of the test sites provided good information and the third site did not provide any better information. Gillette is still reviewing the test data and when completed will provide that information and maps indicating the test results. The availability of frequencies is the most important factor in determining the future of portable radio coverage, Gillette has a concern that there may not be enough VHF frequencies available for future radio sites.

Not having a digital repeater for VHF hampered the testing and in the future it is recommended having a digital VHF repeater and antenna system available during the testing.

Bob Symons and Phil Bond met with Platte County on February 26, 2009 to discuss portable radio testing. Platte County and Wheatland were identified by the WyoLink Operations Work Group as areas that the portable radio testing program would be started in. The WyoLink Portable Coverage Testing Methodology was reviewed by the work group. Platte County portable radio coverage testing will be following the methodology outlined.

Wayne Peterson of Motorola offered their assistance in the portable radio coverage testing with a team of personnel, at no charge to WyoLink or the PSCC. This team would assist with the portable radio coverage testing and work with WyoLink Support Office and the WyoLink Operations Work Group in providing the necessary oversight of the testing. This offer is to help expedite the portable radio testing. Motorola would be working through Marty McCoy, WyoLink support, for the scheduling and performance of the testing. It was stated that the determination of portable coverage enhancement sites belongs to the PSCC. **Dave Johnson made a motion to present the Motorola offer for portable radio coverage testing to the PSCC at the March 10, 2009 meeting. The motion was seconded by Dan Perko and passed on a voice vote.**

Bob Symons presented information on the WYDOT master trainer class that was presented. Mr. Dave Talley and Robert Wilson of WYDOT helped improve the power point slides for the programs. The training program has not been changed since it was presented to the Work Group, but has been improved for delivery. The Wyoming Fire Marshal's Office will have a couple of outside trainers that will be provided the master trainer class in the next couple of weeks. Once the trainers have completed the Master Trainer class, they will be available for providing end user training.

New Business

Jerry Kennedy asked about the Communications Unit Leader (COML) Training that was going to be provided by the Department of Homeland Security – Office of Emergency Communications. The Wyoming Law Enforcement Academy is sponsoring a COML class on April 7, 8, and 9, 2009. There are some prerequisites for the DHS COML class including the completion of some of the National Incident Management classes. The DHS COML training will not meet the requirements for the Wildland Fire COML certification.

Other

Jim Archerd made a motion to adjourn, seconded by Dave Johnson, Motion passed on a voice vote.

The meeting was adjourned at 3:15 pm.

Respectfully Submitted,

Robert Symons
PSCC Administrative Support



Dave Freudenthal
Governor

Kim Lee
Chairman

State of Wyoming

Public Safety Communications Commission

SALECS Working Group Meeting of February 24, 2009

Attendees: William Westerfield – State Parks – Chairman, Steve DeCecco – Game and Fish, Mike Choma – Game and Fish, Patty Bauer – Highway Patrol Dispatch, Richard Bolin – Highway Patrol Dispatch, Bill Morse – Wyoming Highway Patrol, Marty McCoy – WyoLink Support Manager, and Bob Symons – PSCC Administrative Support.

Chairman Westerfield called the meeting to order at 1:37 pm

The minutes of the August 28, 2008 meeting were reviewed.

Discussion on SALECS migration to WyoLink

Wyoming Highway Patrol Dispatch would like for all of the SALECS agencies to migrate at one time. Running the conventional SALECS and the WyoLink SALECS talkgroups would create a manning problem for the dispatch center. Of the 59 WyoLink radios sites, 49 are completed and are or will be activated by May 1, 2009, 5 sites will be constructed and activated in 2009 and the last 5 will probably be constructed and activated in 2010. Some of the 2010 sites may be completed in 2009, depending upon Forest Service leases.

SALECS users should be looking after the first of the year - 2010 before migrating to WyoLink. This is the least busy time of the year for radio communications with SALECS users. The group decided that February 1, 2010 would be the target date for migration. Patty Bauer will be sending out a letter to all SALECS users informing them of the migration to WyoLink on that date. The letter will include a requested response from the agencies on their current WyoLink preparedness. Bob Symons will be the contact for the responses and questions. The February 1, 2010 date will provide time for the SALECS users to complete all necessary radio programming and training. The training should be provided just prior to the proposed migration.

Game and Fish has approximately 80% of their radios purchased and State Parks is 100 % completed. The SALECS users will need to have their radios programmed with the SALECS talkgroups and Agency talkgroups. The SALECS agencies need to work with Bob Symons and Marty McCoy to finalize their agency talkgroup plans, radio templates, emergency button, and scheduling of code plug development.

Discussion on the proposed SALECS talkgroups and SALECS regional map

The work group discussed the proposed SALECS talkgroups and regions. No changes were suggested.

Steve DeCecco made a motion to adopt the SALECS talkgroup plan that includes eight SALECS regions and two additional SALECS talkgroups. Patty Bauer seconded the motion and the motion passed on a voice vote.

Discussion on Law Enforcement Communications Commission (LECC) Rules

Bob Symons informed the workgroup on the current status of the repeal of the LECC rules. The 47 day comment period will expire on February 27, 2009. At the present time, no comments have been received. The PSCC will need to formally adopt the repeal of the LECC rules at the March PSCC meeting and then the Administrative Procedures for rulemaking will then be followed to complete the repeal of the LECC rules.

WyoLink Membership and SALECS Talkgroups

The work group discussed the approval of the SALECS talkgroups for non-dispatched SALECS users. Those agencies that meet the SALECS Work Groups criteria will be sent approval letter with the SALECS talkgroups that are approved for programming into that agency's radios. Bob Symons will prepare a listing of the agencies requesting SALECS talkgroups and provide that information to the SALECS Work Group via e-mail. The SALECS Work Group will vote via e-mail on the approval of the request.

Being no further business the meeting was adjourned at 3:05 pm

Respectfully submitted,

Bob Symons, PSCC Administrative Support

Attachments: SALECS Region Map

2009 SALECS STATISTICS

[illegible]

2008 ANNUAL STATS (cumulative)

	TRAFFIC	EVENTS
GF	10215	766
BR	906	265
BLM	864	83
LS	340	28
PARKS	1106	66
SDCI	0	0
OUTFIT	0	0
FOREST	150	17
OTHER	6	0
Totals	13587	1225

GF = Game & Fish
BR = Brand Inspectors

BLM = Bureau of

Land Management

LS = Livestock Agents

Parks = State Park Rangers

SDCI = State Division

Criminal Investigation

Outfit = Wy Outfitters

Forest = US Forest Service

Other = Other Agencies



Dave Freudenthal
Governor

Steve DeCecco
Chairman

State of Wyoming

Public Safety Communications Commission

Interoperability Executive Committee Goshen County Courthouse - Torrington And Phone Conference Meeting March 9, 2009

Chairman Billy Janes called the Phone Conference meeting to order at 3:35 pm..

Members participating: Chairman Billy Janes, Jim Archerd, Marty McCoy, John Hartwig, and Bob Symons. On the Phone conference call was: Mark Harshman and Dale Pawling. Other in attendance were: Jerry Kennedy, Mark Joiner, Dave Johnson, Dan Perko – Wyoming Forestry; Wayne Peterson, Phil Bond, Debbi Serke, and Barb May – Motorola; Dave Adsit – Gillette PD and Dan Williams – DHS-OEC

The minutes of the December 9, 2008 were reviewed. **Dale Pawling made a motion to approve the December 9, 2009 minutes. Jim Archerd seconded the motion and the motion passed on a voice vote.**

New business

Bob Symons presented the WyoLink Support and Maintenance revision to the WyoLink Handbook and the WyoLink Subscriber and System Support Quick Reference. The WyoLink Operations Work Group passed the revisions and moved to forward their recommendation to the PSCC. The Interoperability Executive Committee decided to support the recommendation of the WyoLink Operations Work Group.

WyoLink Applications

Discussion on the WyoLink applications that have been received since December, 2008. There are 10 new applications. The applications received are from Sheriff's Offices, Police Departments, Ambulance Service, Department of Corrections, Tribes, Hospital, U.S. Air Force, and Johnson County. Bob Symons recommended the approval of all of the applications.

Marty McCoy made a motion to recommend approval of the applications to the PSCC, seconded by Jim Archerd. The motion passed on a voice vote. *Listing of current applications is attached to the minutes for reference*

Wildland Fire Interoperability

Mark Joiner stated that he has had three different meeting with federal cooperators and local fire cooperators. The meetings pertained to how WyoLink provides interoperability to agencies that will not have WyoLink capable radios and what are the benefits to the fire agencies. There are some options that are available including patching, the use of gateways or the use of Mutual Aid.

Marty McCoy requested contact information for the Forest Service fire personnel so that he can contact them to develop a baseline for what they have for a system and what can be done to provide the interoperability. The VHF radios are backward compatible, so the Forest Service and/or BLM fire

frequencies can be added to the radios for interoperability. Weather Service is one of the most important features available on WyoLink. Tactical operations will probably be conducted on conventional frequencies. Look for opportunities to improve upon the interoperability. The Wyoming Office of Homeland Security (WOHS) will be creating Strategic Technology Reserves for each of the seven regional response teams and the two WOHS Mobile Support Vehicles. These reserves will be used to help bridge the interoperable communications gaps between WyoLink users and Conventional radio users.

During the WYDOT Master Trainer Class, the importance of the use of the MAT talkgroups was discussed. The importance of the role play, using a scenario, was beneficial to the knowledge level of the class participants. Marty McCoy, Robert Wilson and Bob Symons are working on setting up a meeting with the Forest Service Communications personnel on WyoLink benefits and how to bridge the interoperable communications gap.

Colorado/Wyoming Interoperability

Bob Symons informed the committee of a meeting on Thursday, March 12, 2009 that Robert Wilson, Marty McCoy and Bob will be attending in Colorado with the Consolidated Communications Network of Colorado. This meeting will be technical level meeting pertaining to how the two networks could be connected. Both States use the same vendor and have identical equipment for their state-wide systems.

Bob Symons read a December 9, 2009 news release from the Office of the Chief Information Officer (OCIO) through Governor Freudenthal's office pertaining to the Certification for Spectrum Support from the National Telecommunications and Information Administration (NTIA) Spectrum Planning Subcommittee. *Copy of the news release is attached to the minutes for reference.*

Chairman Janes brought up DATA on WyoLink and asked if the committee would be willing to take on this subject as a committee. The committee agreed to work on this subject if the PSCC Chairman assigns it to the committee.

Discussion on having Committee meetings the day before the PSCC meeting. It is important to continue to have meetings between the PSCC meeting and providing enough time to fully evaluate any matters brought before the committees.

Marty McCoy made a motion to adjourn, seconded by Jim Archerd. The motion passed on a voice vote. Chairman Janes adjourned the meeting at 415 pm.

Respectfully submitted,

Bob Symons,
PSCC Administrative Support

Attachment: WyoLink Application Spreadsheet
OCIO News Release

WyoLink Support Manager's Report to the PSCC

March 10, 2009

WyoLink now has 40 sites active, with the addition of Copper Mountain on March 4th. Coverage from these 40 sites has been very good, and we are enlisting both WYDOT Maintenance and the Wyoming Highway Patrol to perform informal, documented coverage testing. As volunteers drive and test WyoLink, they will be making notations of where they observe a lack of coverage. These reports will be compiled by WYDOT Telecommunications and submitted to the WyoLink Support Office for investigation.

Testing of a proposed new coverage enhancement tower location in the Elk Mountain Exchange area was completed on March 2nd. We were very fortunate to have use of Wyoming Office of Homeland Security's portable tower to perform these tests. Having this tower made this test possible, and Jim Archerd and Jim Frank from WOHS were very helpful. The data that was collected from the two days of testing in this area will be analyzed by Motorola engineers, and we hope to learn quite a bit when the results are available.

WyoLink and WYDOT met with the Bridger Teton, Big Horn and Shoshone National Forests in Jackson on Monday, March 2nd. We discussed the procedures involved in acquiring special use permits for WyoLink sites on National Forest lands, and made excellent progress toward streamlining this process. Many questions were answered during this meeting, and WyoLink and WYDOT Right of Way continue to work with the National Forest to supply the documentation and information required to obtain these permits.

The Cheyenne Water Tank Coverage Enhancement site is waiting for the power to be upgraded by Union Wireless to handle the additional load to their AC supply and generator. Union has ordered the necessary equipment, and WyoLink has agreed to pay a portion of the upgrade. I will continue working with Union Wireless to accomplish this as quickly as possible. As soon as the power is upgraded, Motorola can begin installing the RF equipment. The building, antennas and feed line have already been installed.

During coverage testing in Campbell County a possible problem was identified with Rozet Hill. The WyoLink Support Office is working with the Campbell County Sheriff to verify there are no problems with the programming and alignment of their radios, but it is becoming apparent that Rozet Hill will need to be examined to verify it is working properly. The WyoLink Support Office will attend to this in the coming week or so.

The WyoLink Support Team is transitioning from construction and turn up of WyoLink sites to working with agencies to bring them on to WyoLink by designing their talkgroup plans, creating codeplugs and solving the inevitable operational issues that arise from the transition to WyoLink.

During February, the WyoLink radio system supported 142,569 calls for a total air time of 444 Hours and 46 minutes (18 ½ days). During this time, there were 9 busies, with an average duration of 4 seconds. That amounts to 0.006% of all calls receiving a busy. The WyoLink Support Office is aggressively monitoring busies on a weekly basis to determine the cause of each busy and what might be done to reduce or eliminate them.

FOR INFORMATION

Doc. 36886/1

FORM NTIA-44 FC(3/91) (3/)		U.S. DEPARTMENT OF COMMERCE NATIONAL TELECOMMUNICATIONS AND INFORMATION ADMINISTRATION		Classification UNCLASSIFIED	Control Number SPS-16827/1 ERP-1095
CERTIFICATION OF SPECTRUM SUPPORT					
Recipient Agency Interior/DHS	System DOI/DHS Support for Wyoming State-Owned P25 VHF Statewide Trunked LMR System				Stage of Review 4 – Operational

Section 1: OPERATING CHARACTERISTICS FOR WHICH SUPPORT IS CERTIFIED

Frequency (MHz)	Emissions	Power (W)	Station Class	Operating Location
150.8-162.0125	8K10F1D 8K10F1E 10K0F1D 11K0F3E	-- (Receive Only)	FBR FXR	State of Wyoming
150.8-162.0125	8K10F1D 8K10F1E 10K0F1D 11K0F3E	60	FX	State of Wyoming
		90	ML	
		6	MLP	
162.0125-173.2 173.4-174		110	FBR FXR FX	State of Wyoming
		90	ML	
		6	MLP	

Section 2: SOURCE DOCUMENTS

Docket Number	Description of Document	Dated
SPS-13513/7 SPS-16731/3	NTIA Certification: Motorola XTS 5000 & Quantar Trunked Radio Equipment Interior Request for Stage 4 Certification of Spectrum Support	March 19, 2007 December 3, 2008

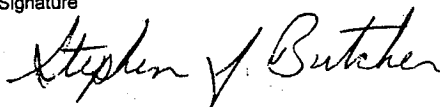
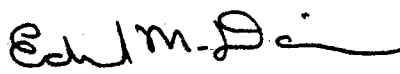
Section 3: SPS RECOMMENDATIONS

The Spectrum Planning Subcommittee has reviewed the Department of the Interior request for certification under the provisions of Chapter 10 of the NTIA Manual, and, noting that the Department of Homeland Security is a co-sponsor of the request and will be an active participant in the system and that federal users of the subject system also require access to channels in the band 150.8-162.0125 MHz, recommends that for the bands 162.0125-173.2 MHz and 173.4-174 MHz:

1. NTIA certify Stage 4 spectrum support for 76 frequencies to be used by the Department of the Interior and the Department of Homeland Security in support of the Wyoming State-Owned P25 VHF Statewide Trunked Land Mobile Radio system at 58 sites in the State of Wyoming as shown in Section 1 and in accordance with SPS-161731/2.
2. DOI and DHS ensure that use of frequencies is in accordance with the provisions of the NTIA Manual Sections 8.2.19 (limiting radiated power) and 8.2.48 (sharing considerations for trunked land mobile radio systems).
3. DOI and DHS, in requesting NTIA-authorized frequency assignments to be shared with the State of Wyoming in support of the statewide system, comply with the requirements specified in Section 2.3.12 of the NTIA Manual (proof of compliance with FCC licensing requirements).
4. DOI and DHS ensure that its use of frequencies authorized to non-federal stations licensed under FCC rules fully complies with national policy, in accordance with Part 7.12 (Use of Frequencies Authorized to Non-Government Stations Licensed Under Part 90 of the FCC Rules), Section 8.3.2 (Coordination of the Policy and Economic Aspects of Certain Government Proposals to Use Non-Government and Amateur Frequency Bands), and Section 8.3.3 (Coordination of Frequencies Used for Communication with Non-Government Stations Licensed Under Part 90 of the FCC Rules) of the NTIA Manual.

(Continued on page 2)

Downgrading Instructions	Classification UNCLASSIFIED	Page Number 1 of 2 pages
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Form NTIA-44 (3/91)	Classification UNCLASSIFIED	System DOI/DHS Support for Wyoming State-Owned P25 VHF Statewide Trunked LMR System
CONTINUATION PAGE		
<p>5. DOI and DHS limit their provisioning of access to frequencies in the band 162.0125-174 MHz, insofar as possible, to those channels designated "I" (Interior) "I/TVA" (Interior/Tennessee Valley Authority), and "DHS" in the IRAC Supplement to the NTIA Manual.</p> <p>6. DOI and DHS ensure that personnel are protected from radiation levels that exceed generally accepted exposure criteria.</p> <p>The Spectrum Planning Subcommittee notes that the Department of the Interior and the State of Wyoming have complied with the requirements of the NTIA Manual, Part 7.12 for a mutually approved arrangement, by completion of a DOI/Wyoming Memorandum of Understanding as provided in SPS-16731/3, with the understanding that the system will be available for participation among all federal agencies that wish to become partners in the WyoLink system.</p>		
Name/Title of Recommending Official Stephen J. Butcher SPS Chairman	Signature 	Date FEB 05 2009
Section 4: NTIA CERTIFICATION		
<p>The Office of Spectrum Management certifies Stage 4 spectrum support, as recommended by the SPS, for this system's operations in the bands 162.0125-173.2 and 173.4-174 MHz. This office concurs with the SPS recommendations in Section 3. DOI and DHS should make the Wyoming users aware that they must obtain FCC licenses to operate on the 76 frequencies in the bands 162.0125-173.2 and 173.4-174 MHz (Section 2.3.12 of the NTIA Manual).</p> <p>This office also certifies Stage 4 spectrum support for this system's operations in the band 150.8-162.0125 MHz, which have been licensed by the FCC to the State of Wyoming and are Association of Public Safety Communications Officials (APCO) Project 25 (P25) compliant. DOI and DHS shall obtain NTIA authorization to operate in this band through the Frequency Assignment Subcommittee, in accordance with Chapter 9 of the NTIA Manual. Before submitting applications to the FAS, DOI and DHS shall ensure that the State of Wyoming has FCC licenses for operations in this band. NTIA will not approve frequency assignments for these channels without proof that the State of Wyoming has obtained these licenses.</p> <p>Noting the uniqueness of the conditions under which Federal and non-Federal entities have agreed to share this system, all participating parties are directed to recognize that spectrum support for the system is subject to NTIA's authority to amend, modify, or revoke supporting authorizations.</p> <p>NTIA plans to condition the FCC licenses for the State of Wyoming in the bands 162.0125-173.2 and 173.4-174 MHz such that in the event that all federal agencies withdraw from participation in this system, the FCC will cancel the licenses for use in these bands at our request. NTIA would expect cancellation of these frequency assignments to occur within three years of all agencies being off the system.</p>		
Name/Title of Certifying Official Edward M. Davison Deputy Associate Administrator	Signature 	Date FEB 05 2009
Distribution IRAC, SPS, FAS, EPS	Classification UNCLASSIFIED	Page Number 2 of 2 pages

3/31/2009

WyoLink System Access Applications							
Agency	WyoLink	Mutual Aid	SALECS	Date of WyoLink Ops	Date of PSCC	Membership Agreement	Membership Agreement
						Sent	Signed
Absolute Solutions	Yes			3/4/2008	6/10/2008	11/14/2008	11/19/2008
Albany County Emergency Management	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	
Albany County Public Health	Yes	Yes		9/4/2008	9/9/2008	11/14/2008	1/7/2009
Albany County Road & Bridge	Yes			3/4/2008	6/10/2008	11/14/2008	12/16/2008
Albany County Sheriff's Office	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	12/16/2008
Big Horn County School District #2	Yes			9/4/2008	9/9/2008	11/18/2008	11/26/2008
Campbell County Fire Department	Yes	Yes		6/6/2008	6/10/2008	11/18/2008	1/15/2009
Campbell County Public Works	Yes	Yes		9/4/2008	9/9/2008	11/14/2008	12/7/2008
Campbell County School District	Yes			6/6/2008	6/10/2008	11/14/2008	11/25/2008
Campbell County Sheriff's Office	Yes			6/6/2008	6/10/2008	11/14/2008	12/7/2008
Cheyenne Fire/Rescue	Yes			9/4/2008	9/9/2008	11/14/2008	12/17/2008
Cheyenne Regional Airport	Yes	Yes		6/6/2008	6/10/2008	11/18/2008	11/24/2008
City of Laramie Public Works	Yes			3/4/2008	6/10/2008	11/14/2008	1/20/2009
Converse County Public Health	Yes	Yes		9/4/2008	9/9/2008	11/18/2008	12/2/2008
Dubois Rural Fire District	Yes			9/4/2008	9/9/2008		
Fort Laramie Fire Department	Yes	Yes		9/4/2008	9/9/2008	11/18/2008	
Fremont County Ambulance	Yes	Yes	Yes	9/4/2008	9/9/2008	11/14/2008	
Fremont County Fire Protection District	Yes			9/4/2008	9/9/2008	11/18/2008	
Fremont County Government	Yes			9/4/2008	9/9/2008	11/14/2008	12/1/2008
Fremont County Public Health	Yes	Yes		9/4/2008	9/9/2008	11/14/2008	2/10/2009
Gillette Police Department	Yes			6/6/2008	6/10/2008	11/18/2008	12/5/2008
Goshen County School District No 1	Yes			6/6/2008	6/10/2008	11/18/2008	
Goshen County Sheriff's Office	Yes			9/4/2008	9/9/2008	11/18/2008	12/3/2008
Hot Springs County Public Health	Yes			9/4/2008	9/9/2008	11/18/2008	1/6/2009
Hot Springs County School District #1	Yes			9/4/2008	9/9/2008	11/18/2008	12/3/2008
Jeffrey City Fire District	Yes			9/4/2008	9/9/2008		
Johnson County School District #1	Yes			6/6/2008	6/10/2008	11/18/2008	12/1/2008
Lander Volunteer Fire Department	Yes	Yes	Yes	9/4/2008	9/9/2008	11/18/2008	12/22/2008
Laramie County Emergency Management	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	
Laramie County Fire District #1	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	
Laramie County Fire District #2	Yes			3/4/2008	6/10/2008	11/18/2008	11/21/2008
Laramie County Fire District #4	Yes	Yes	Yes	3/4/2008	6/10/2008		
Laramie County Fire District #6	Yes			3/4/2008	6/10/2008		
Laramie County School District #1	Yes			9/4/2008	9/9/2008	11/18/2008	
Laramie County Sheriff's Office	Yes	Yes	Yes	3/4/2008	6/10/2008		
Laramie Fire Department	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	1/19/2009
Laramie Police Department	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	1/19/2009
Laramie/Albany County Records & Communications	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	1/19/2009
Natrona County School District #1	Yes			6/6/2008	6/10/2008	11/14/2008	
Pine Bluffs Police Department	Yes	Yes		3/4/2008	6/10/2008	11/18/2008	11/25/2008
Platte County	Yes	Yes		3/4/2008	6/10/2008	11/14/2008	
Platte County Public Health	Yes	Yes		9/4/2008	9/9/2008	11/14/2008	

3/9/2009

WyoLink System Access Applications							
Agency	WyoLink	Mutual Aid	SALECS	Date of WyoLink Ops	Date of PSCC	Membership Agreement Sent	Membership Agreement Signed
Park County Sheriff's Office	Yes			12/9/2008	12/9/2008	1/12/2009	
Weston County Public Health	Yes			12/9/2008	12/9/2008	1/12/2009	2/6/2009
Riverton Police Department	Yes	Yes	Yes	12/9/2008	12/9/2008	1/13/2009	
Hot Springs County Rural Fire Distict	Yes	Yes	Yes	12/9/2008	12/9/2008		
Cheyenne/Laramie County Health Department	Yes	Yes		12/9/2008	12/9/2008	1/12/2009	2/18/2009
Lander Police Department	Yes	Yes	Yes	12/9/2008	12/9/2008	1/13/2009	1/19/2009
Lincoln County Public Health	Yes			12/9/2008	12/9/2008	1/12/2009	
Riverton Fire Department	Yes	Yes		12/9/2008	12/9/2008	1/13/2009	
Fremont County Sheriff	Yes	Yes	Yes	12/9/2008	12/9/2008	1/13/2009	1/20/2009
City of Riverton	Yes	Yes		12/9/2008	12/9/2008	1/13/2009	
City of Lander	Yes			12/9/2008	12/9/2008	1/13/2009	
Torrington Police Department	Yes	Yes	Yes	12/9/2008	12/9/2008	1/12/2009	2/10/2009
Hot Springs County Emergency Management	Yes		Yes	12/9/2008	12/9/2008	1/12/2009	2/3/2009
Thermopolis Police Department	Yes		Yes	12/9/2008	12/9/2008	1/12/2009	
Johnson County Fire District #1	Yes	Yes		12/9/2008	12/9/2008	1/12/2009	2/18/2009
Hot Springs County Sheriff's Office	Yes		Yes				
Sinclair Police Department	Yes	Yes					
West Park Hospital	Yes						
Wyoming Department of Corrections	Yes						
Johnson County	Yes	Yes					
Baroil Police Department	Yes	Yes	Yes				
Basin Police Department	Yes	Yes					
Albin Rescue Ambulance	Yes	Yes					
Shoshoni & Arapahe Tribes	Yes	Yes					
U.S. Air Force - F.E. Warren AFB 90CS/90GTCS	Yes						

XI. SUBSCRIBER AND SYSTEM SUPPORT

A. Subscriber Equipment

Subscriber shall be responsible for the maintenance and repairs of the subscriber owned radio equipment including dispatch consoles, base stations, repeaters, mobile radios, portable radios and recording equipment. This assures that the Member's radios are in optimal operating order and will not have an adverse impact on other Members' use of WyoLink. The Member's service provider and the service provider's credentials will need to be reviewed by WyoLink to assure the service provider understands and can comply with WYPSCC standards, guidelines, and protocols and is "qualified" to service the Member's radio equipment.

B. Problem Reporting

When a problem is detected on the WyoLink system, the WyoLink Member will first make every reasonable effort to determine that the problem is not due to malfunction of the Member's equipment. Once the problem has been determined to be with WyoLink equipment, the Member will call the **WyoLink Support Center (WSC) at 307-777-4885** and report the problem. Problems of all Severity Levels can be reported and will be attended to in accordance with the procedures outlined in this chapter

C. Severity Levels

With the 24/7 mission critical requirements for WyoLink, it is absolutely necessary to strive for maximum system availability with minimum down time, service impairment or disruption. The overall design of WyoLink provides several levels of redundancy that enables meeting this objective however, failures of varying degrees will occur. Depending on the location and type of failure or outage, the impact to the system and users can range from no impact to the total loss of service. Failures and outages must be defined in several levels according to the impact on the system and users. The level will then drive the type of response required. The following levels and definitions have been established. Specific failure and outage are listed in Table XI-A. The initial failure/outage level shall be determined by the affected agency/users using Table XI-A. The level may be escalated or de-escalated as described in Section E.

Critical (Level 1) – A system failure or outage that creates total system unavailability to one or more sites, one or more coverage areas, or one or more groups of users.

Severe (Level 2) – A system failure or outage that impacts or reduces the coverage, the capacity, or the operational capability of the system, site, coverage area or group of users. (Approximately 1/3 or more of the available resources have failed)

Impaired Service Affecting (Level 3) - A system failure or outage that reduces the coverage, capacity, operational capability of the system, sites, coverage area or group of users. (Approximately less than 1/3 of the available resources have failed.)

Impaired Non Service Affecting (Level 4) - A system failure or outage that has little or no reduction in coverage, capacity, operational capability of the system, sites, coverage area or group of users.

Table XI-A

WyoLink Severity Classifications			Reporting Requirements			
Classification Type	Classification Level	Failure or outage type	Initial Mobilization Plan	Initial Follow up after mobilization	Subsequent follow up notifications	Maximum Restoring time upon arrival
Critical	1	Entire zone down	1 hour	2 hours	4 hours	4 hours
Critical	1	Multiple Sites Down	1 hour	2 hours	4 hours	4 hours
Critical	1	Single site down with no overlapping coverage	1 hour	2 hours	4 hours	4 hours
Critical	1	Dispatch center down (all consoles)	1 hour	2 hours	4 hours	4 hours
Critical	1	Microwave backbone down affecting 2 or more sites	1 hour	2 hours	4 hours	4 hours
Critical	1	More than 66% of site channels down	1 hour	2 hours	4 hours	4 hours
Critical	1	No inter zone traffic	1 hour	2 hours	4 hours	4 hours
Severe	2	Single site down with overlapping coverage	2 hours	2 hours	4 hours	8 hours
Severe	2	More than 33% of site channels down	2 hours	2 hours	4 hours	8 hours
Severe	2	Microwave system down at a single site	2 hours	2 hours	4 hours	8 hours
Severe	2	Primary power outage, no generator	2 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Single channel down at a high traffic site	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Single site reduced coverage	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Interference at 1 or more sites	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	HVAC alarm	4 hours	2 hours	4 hours	8 hours
Impaired - Non Service Effecting	3	Single dispatch console down	4 hours	2 hours	4 hours	8 hours
Impaired - Non Service Effecting	4	Single channel down	4 hours	NA	24 hours	72 hours
Impaired - Non Service Effecting	4	Primary power outage, generator running	4 hours	NA	24 hours	72 hours
Impaired - Non Service Effecting	4	Primary power up, generator out of service	4 hours	NA	24 hours	72 hours

D. Maintenance Response and Service Restoration

In order to meet the system availability objectives, a specific response and service restoration level must also be defined based of the failure/outage level. Due to the remote locations of WyoLink sites and the access conditions, methods and seasonal changes, it is not possible to provide specific or guaranteed service restoration times. It is however reasonable and necessary to provide specific response plans including target service restoration times, depending on the failure/outage level. The response plan for each level is defined as follows:

Critical (Level 1) - Upon notification of a failure/outage by either automatic or manual means, the responsible agency shall immediately begin investigation into the reasons, location and system/user impact. Additional notifications should be made as soon as practical to the WSC at 307-777-4885, affected areas, users and/or other service providers as necessary. Service personnel shall strive to have the location and failure/outage identified within 1 hour after the

initial notification. Mobilization of the required resources necessary for service restoration should begin within 1 hour after the location and failure is determined. Initial follow up notifications should take place within 2 hours after initial notification to the affected areas, users and/or other service providers as necessary and every 2 hours thereafter until service is fully restored or the level reduced to Impaired Non Service Affecting. The follow up notifications shall include the estimated time for service personnel to be on site at the failure/outage location, overall system impact, temporary work around if applicable. Within 1 hour after arrival at the failure/outage site a restoration plan and time estimation shall be communicated to the affected areas, users and/or other service providers as necessary. Follow up notification on the progress with revised restoration time estimates shall be made every 2 hours. If the estimated restoration time frame exceeds 4 hours from arrival on site, a notification call with details of the failure/outage and the restoration plan including estimated time to repair shall be made to all affected parties and all service providers. Once service is restored the affected areas, the WyoLink, users and/or other service providers shall be notified to confirm system restoration prior the leaving the site or demobilization. Outage reporting and documentation shall be completed and submitted as required in Section F.

Severe (Level 2) - Upon notification of a failure/outage by either automatic or manual means, the responsible agency shall immediately begin investigation into the reasons, location and system/user impact. Additional notifications should be made as soon as practical to the WSC, affected areas, users and/or other service providers as necessary. Service personnel shall strive to have the location and failure/outage identified within 2 hours after the initial notification. Mobilization of the required resources necessary for service restoration should begin within 2 hours after the location and failure is determined. Initial follow up notifications should take place within 2 hours after initial notification to the affected areas, users and/or other service providers as necessary and every 4 hours thereafter until service is fully restored or the level reduced to Impaired Non Service Affecting. The follow up notifications shall include the estimated time for service personnel to be on site at the failure/outage location, overall system impact, temporary work around if applicable. Within 1 hour after arrival at the failure/outage site a restoration plan and time estimation shall be communicated to the affected areas, users and/or other service providers as necessary. Follow up notification on the progress with revised restoration time estimates shall be made every 4 hours. If the estimated restoration time frame exceeds 8 hours from arrival on site, a notification call with details of the failure/outage and the restoration plan including estimated time to repair shall be made to all affected parties and all service providers. Once service is restored the affected areas, the WSC, users and/or other service providers shall be notified to confirm system restoration prior the leaving the site or demobilization. Outage reporting and documentation shall be completed and submitted as required in Section F.

Impaired Service Affecting (Level 3) - Upon notification of a failure/outage by either automatic or manual means, the responsible agency within 1 hour shall begin investigation into the reasons, location and system/user impact. Additional notifications should be made as soon as practical to the WSC, affected areas, users and/or other service providers as necessary. Service personnel shall strive to have the location and failure/outage identified within 2 hours after the initial notification. Mobilization of the required resources necessary for service restoration should begin within 4 hours after the location and failure is determined. Initial follow up

notifications should take place within 2 hours after initial notification to the affected areas, users and/or other service providers as necessary and every 4 hours thereafter until service is fully restored or the level reduced to Impaired Non Service Affecting. The follow up notifications shall include the estimated time for service personnel to be on site at the failure/outage location, overall system impact, and a temporary work around if applicable. Within 1 hour after arrival at the failure/outage site a restoration plan and time estimation shall be communicated to the affected areas, users and/or other service providers as necessary. Follow up notification on the progress with revised restoration time estimates shall be made every 4 hours. If the estimated restoration time frame exceeds 8 hours from arrival on site, a notification call with details of the failure/outage and the restoration plan including estimated time to repair shall be made to all affected parties and all service providers. Once service is restored the affected areas, the WSC, users and/or other service providers shall be notified to confirm system restoration prior the leaving the site or demobilization. Outage reporting and documentation shall be completed and submitted as required in Section F.

Impaired Non Service Affecting (Level 4) - Upon notification of a failure/outage by either automatic or manual means, the responsible agency within 4 hours shall begin investigation into the reasons, location and system/user impact. Additional notifications should be made as soon as practical to the WSC, affected areas, users and/or other service providers as necessary. Service personnel shall strive to have the location and failure/outage identified within 24 hours after the initial notification. Mobilization of the required resources necessary for service restoration should begin within 24 hours or the next business day after the location and failure is determined. If the estimated restoration time frame exceeds 72 hours from the initial notification, a notification call with details of the failure/outage and the restoration plan including estimated time to repair shall be made to affected areas, users and/or other service providers as appropriate. Once service is restored the affected areas, the WSC, users and/or other service providers shall be notified to confirm system restoration prior the leaving the site or demobilization. Outage reporting and documentation shall be completed and submitted as required in Section F.

E. Escalation Procedures

The initial failure/outage level shall be determined by the affected agency/user as described in Section C. Due to the complexity of the system, the initial determination may not be correct or the circumstances, current events or actual failure/outage may require the level to be changed.

User Escalation – At anytime during the failure/outage, agencies may request that the level be escalated to a higher level. The escalation request shall include the information on what has changed since the initial level determination and how the request meets the criteria for the requested level as defined in Table XI-A. The responsible service agency shall evaluate and discuss the escalation request with the requesting agency. If the request meets the criteria for the higher level as defined in Table XI-A, the level shall be escalated and the appropriate response and restoration plan implemented. If the request does not meet the criteria for the higher level as defined in Table XI-A, the level shall not be escalated. If an agreement cannot be reached between the affected agency and the service provider, the level shall be escalated and the

appropriate response and restoration plan implemented. All escalations shall be documented and reported as required in Section F.

Service Provider Escalation/De-Escalation – After the actual failure/outage cause has been determined, a service provider may raise or lower the level as appropriate if failure/outage meets the criteria in Table XI-B for the new level. If the initial level is changed, a new notification should be made to the affected areas, users and/or other service providers as necessary and the appropriate response and restoration plan implemented.

Table XI-B

Timeframe	Event that Triggers Escalation	Escalation Response
Immediately on Receipt of Notification of WyoLink Maintenance Requirement	<ul style="list-style-type: none"> • No response from technician on duty 	<ul style="list-style-type: none"> • WyoLink's Support Staff calls the first person in the escalation directory. If that person cannot be reached, the next person in the directory is called until a technician is reached.
2 Hours from open action request	<ul style="list-style-type: none"> • Technician has not arrived at the site • Non-conformance with WyoLink Standards of Maintenance Performance requirements stated in agreement 	<ul style="list-style-type: none"> • WyoLink calls the Member to inform them the technician has not arrived; advises the Member of the estimated time of arrival. • If original Technician cannot reach the site on time, another Technician will be dispatched. • WyoLink Support Staff will notify the Member of change in status.
4 Hours After Receipt of Action request	<ul style="list-style-type: none"> • Restoration has not been completed and resolution is still unknown • Non-conformance with WyoLink Standards of Maintenance Performance stated in agreement 	<ul style="list-style-type: none"> • WyoLink calls the Member to inform them the repair has not been completed. WyoLink advises Member of the estimated time of restoration and any conditions that affect restoration. • If restoration cannot be accomplished, WyoLink will notify the Member, and outline emergency procedures to be implemented. WyoLink will work with the Member to identify operational work options needed to continue system operations.
6 Hours After Receipt of Action request	<ul style="list-style-type: none"> • No restoration accomplished 	<ul style="list-style-type: none"> • WyoLink Support Staff notifies Member. • WyoLink Help Desk Staff notifies appropriate project engineering staff personnel and the Program Administrator.

8 hours after receipt of action request	<ul style="list-style-type: none"> • No restoration accomplished 	<ul style="list-style-type: none"> • WyoLink Support Staff requests specialized assistance from product service depot.
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F. Maintenance History Reporting

Any agency that has a service disruption, outage or failure should report the problem to the **WyoLink Support Center (WSC) at 307-777-4885**. The WyoLink Support Center will enter the failure or outage in a Failure/Outage Log, assist with classifying the severity level of failure/outage and obtain other relevant information. Based on the location and type of failure/outage the WSC will then contact the appropriate agencies to initiate the response if necessary. All required follow up notifications should be communicated to the WSC so they can be entered into the Failure/Outage Log Action Plan. The WSC may assist with the notifications.

At a minimum the following information will be entered into the Failure/Outage Log:

Reported failure, outage or trouble

Date & time reported

Reporting person, agency and contact information

Affected Site or area

Initial Severity Classification

Responsible service provider

Action plan for responding to or correcting the failure/outage (Action Plan)

The maintenance provider will provide updates to the "Action Plan" as they are required according to the severity level of the failure/outage.

Failure/Outage corrected date & time.

The Failure/Outage Log information may be shared among all service providers to establish a knowledge base for future issues.

G. Maintenance Safety

Regardless of the categorized condition, times can be delayed or given an alternate suspense time/date if the repair would jeopardize the safety of response personnel. i.e., if the repair would require the climbing of an icy tower, or taking a Sno-Cat across a snowfield that undercuts a cornice - the response can be delayed until safe passage and work conditions can be achieved. Or, a risk analysis needs to be performed.

H. Wireline Dispatch Consoles

Members are responsible for coordination of their agency console maintenance. Members experiencing communication problems that they believe are console related should follow any

agency operating procedures for maintenance. Member requested configuration changes to dispatch consoles will be forwarded to the WyoLink Support Center (WSC) at 307-777-4885. WyoLink support and member will develop an action plan for completing the requested changes. Loss of dispatch services will be attended to according to Section C.

Severity Levels

With the 24/7 mission critical requirements for WyoLink, it is absolutely necessary to strive for maximum system availability with minimum down time, service impairment or disruption.

Depending on the location and type of failure or outage, the impact to the system and users can range from no impact to the total loss of service. The following severity levels and definitions have been established. Specific failure and outage are listed in Table XI-A.

Critical (Level 1) – A system failure or outage that creates total system unavailability to one or more sites, one or more coverage areas, or one or more groups of users.

Severe (Level 2) – A system failure or outage that impacts or reduces the coverage, the capacity, or the operational capability of the system, site, coverage area or group of users. (Approximately 1/3 or more of the available resources have failed)

Impaired Service Affecting (Level 3) - A system failure or outage that reduces the coverage, capacity, operational capability of the system, sites, coverage area or group of users. (Approximately less than 1/3 of the available resources have failed.)

Impaired Non Service Affecting (Level 4) - A system failure or outage that has little or no reduction in coverage, capacity, operational capability of the system, sites, coverage area or group of users

Table XI-A

WyoLink Severity Classifications			Reporting Requirements			
Classification Type	Classification Level	Failure or outage type	Initial Mobilization Plan	Initial Follow up after mobilization	Subsequent follow up notifications	Maximum Restoring time upon arrival
Severe	2	Full site down with no service coverage	2 hours	2 hours	4 hours	8 hours
Severe	2	More than 3 channels are down	2 hours	2 hours	4 hours	8 hours
Severe	2	More than 1 channel down at single site	2 hours	2 hours	4 hours	8 hours
Severe	2	Primary power outage to generator	2 hours	2 hours	4 hours	8 hours
Impaired - Service Affecting	3	Single channel down at a high traffic site	4 hours	2 hours	4 hours	8 hours
Impaired - Service Affecting	3	Single site reduced coverage	4 hours	2 hours	4 hours	8 hours
Impaired - Service Affecting	3	Interference at 1 or more sites	4 hours	2 hours	4 hours	8 hours
Impaired - Service Affecting	3	HVAC alarm	4 hours	2 hours	4 hours	8 hours
Impaired - Service Affecting	3	Single dispatch console down	4 hours	2 hours	4 hours	8 hours
Impaired - Non Service Affecting	4	Single channel down	4 hours	N/A	24 hours	72 hours
Impaired - Non Service Affecting	4	Primary power outage generator running	4 hours	N/A	24 hours	72 hours
Impaired - Non Service Affecting	4	Primary power up generator out of service	4 hours	N/A	24 hours	72 hours

WYOLINK SUBSCRIBER AND SYSTEM SUPPORT

When a problem is detected on the WyoLink system, the WyoLink Member will first make every reasonable effort to determine that the problem is not due to malfunction of the Member's equipment. Once the problem has been determined to be with WyoLink equipment, the Member will call the **WyoLink Support Center (WSC) at 307-777-4885** and report the problem.

Subscriber shall be responsible for the maintenance and repairs of the subscriber owned radio equipment including dispatch consoles, base stations, repeaters, mobile radios, portable radios and recording equipment.

The following chart outlines the responsibilities of WyoLink Support and the owning agency for the listed tasks or equipment.

	WyoLink Zone & Master Site Equipment	Core WyoLink Sites	Portable Coverage Enhancement Sites	Sites Not Built by WyoLink	Console Equipment (At Console Location)	Subscriber Equipment (Mobile & portable radios)
System Administration & Monitoring	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink
Connectivity Maintenance (T-1 Lines)	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink	Not Applicable
WyoLink Software Upgrades	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink	Owning Agency
Equipment Maintenance	WyoLink	WyoLink	WyoLink	Owning Agency	Owning Agency	Owning Agency
Site and Facility Maintenance	WyoLink	WyoLink	Owning Agency	Owning Agency	Owning Agency	Not Applicable
Radio Hardware Upgrades	WyoLink	WyoLink	WyoLink	Owning Agency	Owning Agency	Owning Agency
Console Programming Changes	WyoLink	Not Applicable	Not Applicable	Not Applicable	Owning Agency	Not Applicable
Console Hardware Upgrades to Support WyoLink Software Upgrades	WyoLink	Not Applicable	Not Applicable	Not Applicable	Owning Agency	Not Applicable

WyoLink Support Center (WSC) at 307-777-4885